MEDICAID MEMO

Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

TO: All Providers Participating in the Virginia Medical Assistance Program

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services

MEMO: Special

DATE: 11/12/2015

SUBJECT: Court of Appeals Decision in *1st Stop Health Services v. DMAS*

The purpose of this memorandum is to serve as a reminder to all Medicaid providers regarding the ruling by the Court of Appeals in *1st Stop Health Services v. DMAS*[1] in April 2014. The Court held that supplemental documentation and testimony offered by the provider did not cure the provider's failure to provide adequate documentation to auditors at the time of the audit. The Court's decision emphasized the requirement for providers to maintain contemporaneous documentation of services provided as specified in the Provider Agreement, which incorporates by reference the applicable laws, regulations and policy manuals. The Court also reaffirmed the policy that all provider documentation required to support claims for reimbursement must be maintained prior to and submitted by the provider at the time of the audit.

The Court's decision is binding precedent on the Department and its providers. <u>During the audit and appeal processes, DMAS shall only consider documentation submitted by the provider during the course of the audit and prior to the deadline stated in the preliminary findings letter.</u>

COMMONWEALTH COORDINATED CARE

Commonwealth Coordinated Care (CCC) is a new program that is coordinating care for thousands of Virginians who have both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx to learn more.

MANAGED CARE ORGANIZATIONS

Many Medicaid recipients are enrolled with one of the Department's contracted Managed Care Organizations (MCO). In order to be reimbursed for services provided to an MCO enrolled individual, providers must follow their respective contract with the MCO. The MCO may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the MCO directly. Additional information about the Medicaid MCO program can be found at http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to:

---

[1] 63 Va. App. 266, 756 S.E.2d 183, 2014 Va. App. LEXIS131 (April 8, 2014).

www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at http://dmas.kepro.com.

KEPRO PROVIDER PORTAL
Providers may access service authorization information including status via KEPRO's Provider Portal at http://dmas.kepro.com.

"HELPLINE"
The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

        1-804-786-6273   Richmond area and out-of-state long distance
        1-800-552-8627   All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.